Process Name: Applicant Services	Process Identifier: AS
Sub-Process Name: Application Processing	Sub-Process Identifier: AS-1

Sub-Process Purpose and Objectives: Control the processing of applications through the testing process until placement on the register

Sub-Process Description: applications may be delivered in person by the applicant, through the mail, or entered online by the applicant (TEAMS). The description of these process follows:

- Walk-in applicant – When applicants bring applications to Department of Personnel – Applicant Services in person, the applications are immediately reviewed for errors and minimum qualifications. If the application is for a position that requires a written test, is non-competitive, or has been submitted by an applicant with a certified disability, the walk-in process continues. Otherwise, the application is processed as a mail in application. The application is then coded and the applicant is sent to testing. At that point the application is scanned, and the applicant goes through the testing process. If the applicant has claimed a veteran's preference, the application is then reviewed and the veteran's preference is determined. Finally, the application is entered into SEIS.

- Mail-in applicant – When an application received in the mail it is scanned prior to other processing. The application is reviewed for completeness. If incomplete, the application is mailed back to the applicant with an explanation. Next the application is coded. Determination is then made whether the application is for a rated class, or requires a written exam, is for a non-competitive class, has been submitted by a person with certified disabilities, or is for an executive service classification. These are processed as follows:

  ➢ Rated classes – Applications for rated classes are first reviewed for veteran's preference and then entered into SEIS. If the applicant already holds a position in this class, then they immediately added to the register as a transfer. The application is then evaluated for minimum qualifications and rated. If the applicant does not meet minimum qualifications, the information is entered in to SEIS and the applicant is notified. Otherwise, the raw scores are entered into SEIS, which calculates the FER, places them on the register, and notifies the applicant.
  ➢ Written tested classes – Applications are reviewed for minimum qualifications and veteran's preference is determined and the application is entered in to SEIS. If the applicant already holds a position in this class, then they immediately

Process Name: Applicant Services	**Process Identifier:** AS
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> added to the register as a transfer. If the applicant does not meet minimum requirements, the information is entered into SEIS and the applicant is notified. Otherwise, the application/applicant is forwarded to the testing process.

➢ Non-competitive classes – Applications are reviewed for veteran's preference, minimum qualifications, and entered into SEIS. If the applicant meets minimum requirements, an FER is calculated and they are placed on the register and notified of their application status. If they do not meet minimum qualifications, they are notified.

➢ Applications containing qualified disabilities – When applications containing qualified disabilities are received (disabilities that exempt the applicant from taking the test), they are entered into SEIS, and the applicant is immediately placed on the register if the minimum qualifications are satisfied.

➢ Executive Service - The application is entered into SEIS, which sends a letter to the applicant informing them that they must contact the hiring authority directly.

• TEAMS applications – TEAMS provides the ability for applicants to enter an abbreviated application for certain classes directly online. TEAMS edits the application and if they pass minimum qualifications, they are registered for testing and proceed immediately to the testing process.

Applications may be rejected due to a material misstatement of fact (MMF). Once any application is determined to contain MMF's, the application is rejected, the applicant is removed from all registers, and their records are flagged to reject new applications for a period of two years.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Application submitted	• Personnel • Applicant • Agency

Inputs:			
Input	**Format**	**Volume/Time**	**Suppliers**
Applications (TEAMS)	Online		Applicant
Applications	Paper	50,000 per year	Applicant

Process Name: Applicant Services	Process Identifier: AS
Sub-Process Name: Application Processing	Sub-Process Identifier: AS-1

Outputs:

Output	Format	Volume/Time	Recipients
Applicant notifications	Paper		Applicant
Test admission	Paper		Applicant
Applicant records	Database		Personnel, agencies
Register	Database		Personnel, agencies

Performance Measures Tracked:

Measure	Approx. Value	Target Value

Laws, Regulations, and Policies That Govern Sub-Process:

   TCA Civil Service regulations, Federal non-discrimination statutes

Current Sub-Process Issues/Problems:

Improvement Opportunities:

Opportunity *Merge cells to link one Opportunity to multiple impacts)*	Organizational Impacts *(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)*	
Ability to process applications immediately upon receipt		
Ability for applicant or DOP to review status of all applications and registers for an applicant		

Process Name: Applicant Services	**Process Identifier:** AS	
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Applications for state jobs can be completed on-line by prospective applicants by utilizing self-service functionality through a web browser or kiosk	Internet access and training may be issues in implementation	
Reduced paperwork associated with the job application process	Staff adjustment to a "paperless" environment	
Enhanced search capabilities for matching current state employees with the skill set requirements for open positions in state government.		
Integration of TEAMS and SEIS		
Applications that Support the Sub-process		
Application Name(s) *(Internal name and vendor's name)*	**Technology Description** *(Programming vendor, language, platform, database, etc.)*	
SEIS	In house developed, COBOL, IBM mainframe, IMS	
Testing system	Visual Basic, flat files	
TEAMS	Oracle, PowerBuilder	
FileNet/Paragon	Imaging	

Process:	Applicant Services	**File:**	Applicant services - final.vsd
Sub-Process:	AS-1 Application Processing	**Date:**	12/02/02
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Applicant

Applicant comes to office to apply → Deliver application → Review for errors & min quals → Application correct

Personnel

Application correct — Y → Written test/ non competitive/ certified disability — Y → Code application → Non competitive — Y → Scan application → AP-3

Written test/ non competitive/ certified disability — N → AP-4

Application correct — N → (back to Deliver application)

Non competitive — N → Admit to test — N → Application to scan → Scan application

AP-2 → Admit to test — Y → TS-1

Admit to test — N → Application to scan ← AP-1

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Process:	Applicant Services	**File:**	Applicant services - final.vsd
Sub-Process:	AS-1 Application Processing	**Date:**	12/02/02
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Applicant

Personnel

AP-3 → Veterans preference claimed

Y → Determine veterans preference

N → Enter application

SEIS

Establish or update applicant data

Process: Applicant Services	**File:** Applicant services - final.vsd
Sub-Process: AS-1 Application Processing	**Date:** 12/02/02
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Applicant

- Applicant completes applic
- Prepare and mail application
- N
- 1 → Notify executive service applicant

Personnel

- AP-4 → Scan application → Review for errors (QR) → Application complete → Y → Code application → Exec Service?
- Exec Service? → N → Written/non-competitive classes/certified disability → AP-5
- Exec Service? → Y → Enter application
- Exec Service? → N → Rated classes → AP-6

SEIS

- Establish or update applicant data → Notify applicant to contact hiring authority directly → 1

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Process:	Applicant Services	**File:**	Applicant services - final.vsd
Sub-Process:	AS-1 Application Processing	**Date:**	12/02/02
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Applicant

Applicant notification

Personnel

AP-5 → Veterans preference claimed

Y → Determine veterans preference

N → Verify MQ's and requirements for test (interviewer)

Enter application

Already hold position in this class

Y → Place on register as transfer → 1

N → meets MQ's → Y → Certified disability → N → TS-3

Y / N

SEIS

Establish or update applicant data

1 → Calculate FER → Place on register → Notify applicant

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Process: Applicant Services	**File:** Applicant services - final.vsd
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Applicant

Personnel

AP-6 → Veterans preference claimed
- Y → Determine veterans preference
- N → Enter application

Enter application → Holds position in this class
- N → Verify MQ's and Rate (Rating) → MQ's met
  - N → Enter failure to meet MQ's
  - Y → Enter raw scores
- Y → Place on register as transfer

SEIS

Establish or update applicant data

Calculate FER → Place on register → Notify applicant → Applicant notification

Process: Applicant Services	**File:** Applicant services - final.vsd
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Applicant

- Applicant completes applic
- Enter application on TEAMS
- Testing admittance
- TS-2

SEIS

- Establish or update applicant data

Testing System

- Register applicant for tests
- Print testing admittance